



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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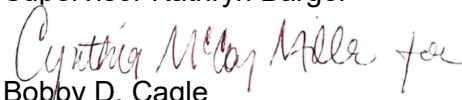
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June 4, 2021

To: Supervisor Hilda L. Solis, Chair  
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Supervisor Kathryn Barger

From:   
Bobby D. Cagle  
Director

## WEST COVINA FOSTER FAMILY AGENCY d.b.a. HOMES OF HOPE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

### REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a virtual Contract Compliance Review of the West Covina Foster Family Agency d.b.a. Homes of Hope Foster Family Agency (the Contractor) in October 2020. The Contractor has one office in the First Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties, and Non-Minor Dependents.

### Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 2
PRIORITY 3 0

*"To Enrich Lives Through Effective and Caring Service"*

CAD conducted a virtual Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: General Contract Requirements; Resource Family Home (RFH) Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

The Contractor was in full compliance with 6 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Facility and Environment; Engagement and Teamwork, Personal Rights and Social/Emotional Well-Being; Health and Medical Needs; and Personnel Files.

For the purpose of this review, 10 DCFS placed children were selected for the sample. CAD reviewed the files of 10 selected children and virtually interviewed eight children to assess the level of care and services they received, two children (ages 1 year and 5 months) were too young to be interviewed and were virtually observed to be clean, well-groomed, and healthy. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed six RFHs files and five staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted telephonic interviews with staff and the Resource Family Parents. To assess the quality of care and supervision provided to the placed children, DCFS also conducted virtual site visits at the Contractor's location and RFHs.

CAD noted findings in the areas of:

#### Priority 1

- General Contract Requirements
  - Special Incident Reports were not documented in the placed children's Needs and Services Plans and were not properly cross-reported.
- Needs and Services Plans (NSPs)
  - NSPs were not comprehensive and accurate and did not include Case Plans and Concurrent Case Plans.
- Permanency
  - Children's case plan goals were not documented.

#### Priority 2

- Education and Independent Living Program Services
  - Efforts to provide eligible children with Independent Living Services or vocational training programs were not documented.

- Personal Needs/Survival and Economic Well-Being
  - Children were not provided with opportunities to develop Independent Living Skills.

On February 25, 2021, the DCFS CAD Children Services Administrators I and II and the Out-of-Home Care Management Division Quality Assurance Specialist held an exit conference with the Contractor's representatives.

The Contractor's representatives agreed with the review findings and recommendations, and were receptive to implementing systemic changes to improve the Contractor's compliance with regulatory standards.

The Contractor provided the attached approved Corrective Action Plan addressing the noted findings in this compliance report.

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

BDC:KDR  
LTI:yw

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Adolfo Gonzales, Chief Probation Officer  
Public Information Office  
Audit Committee  
Sukhwinder Singh, CEO, West Covina Foster Family Agency d.b.a. Homes of Hope  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



# West Covina Foster Family Agency dba Homes of Hope

Foster Family Agency Adoption Agency

Casa Esperanza Short Term Residential Therapeutic Program (STRTP)

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Telephone: (626) 814-9085

Fax: (626) 814-2276

April 13, 2021

Yasmeeen Williams, Children's Services Administrator I  
Department of Children and Family Services  
Contracts Administration Division - Contracts Compliance Unit  
3530 Wilshire Blvd, 4th Floor  
Los Angeles, CA 90010

Dear Ms. Williams:

RE: West Covina Foster Family Agency dba Homes of Hope  
FFA Monitoring Review Exit Summary Report  
Corrective Action Plan (CAP)

West Covina Foster Family Agency dba Homes of Hope has received the FFA Monitoring Review Exit Summary Report, dated February 25, 2021, following the contract compliance annual review of our FFA program conducted by the Department of Children and Family Services (DCFS), Contracts Administration Division (CAD). The following Corrective Action Plan (CAP) is to remediate and address the deficiencies identified in the FFA Monitoring Review Exit Summary.

## I. GENERAL CONTRACT REQUIREMENTS:

- **Item #6: Special Incident Reports (SIRs) are properly documented. (2 sub elements).**

### **Finding:**

Item # 6a. In the Needs and Services Plans (NSPs). 6a.- No, C2, Special Incident Report 665559 dated 3/31/2020 was not documented in the April 2020 NSP. 6a. – No, C7, Special Incident Report 671542 dated 12/17/19 was not documented in the April 2020 NSP.

Item # 6b. Properly cross-reported in the I-Track System. 6b.-No, C2, Special Incident Report 691112 dated 3/31/20 was not cross-reported timely; Cross-reported on 4/6/20.

***West Covina Foster Family Agency dba Homes of Hope Corrective Action Plan (CAP):*** West Covina Foster Family Agency dba Homes of Hope has addressed this issue:



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- *The FFA Supervising Social Worker reviewed the finding in item #6b, specifically, SIR 691112, was not cross-reported timely. Although, it was submitted on 4/1/2020, the SIR was submitted accidentally (human error) before being cross reported to the authorized representatives. This human error was noted during QA review of the SIRs. Correction was made, and SIR 691112 was cross reported to authorized representatives on 4/6/2020. To ensure that the Agency continues with its compliance of reporting SIRs to Community Care Licensing and Placement Agency Representatives, the QA Department will ensure that all SIRs are reviewed, and cross reported within 24 hours of the time of incident.*
- *To ensure compliance with the timeliness of the Special Incident Reports (SIRs), more specifically the SIRs documentation in the child's Needs and Services Plan (NSPs), the Foster Care Supervising Social Worker shall review this protocol at their next supervision. In addition, the FFA Supervising Social Worker shall review each NSPs and ensure this information is in the NSPs prior to submission of the child's NPS to the CSW. Also, to ensure that SIRs are properly cross-reported in the I-Track System, the agency trainer Rodrigo Recendez, will complete an SIR training with all of the Agency Social Workers by April 30, 2021. A proof of completion of the training shall be submitted to DCFS, CAD, no later than May 7, 2021.*

**Responsible Party: Agency Social Worker, FFA Supervising Social Worker, and Quality Assurance Staff**

### V. NEEDS AND SERVICES PLAN:

**Item #23: The NSPs were completed accurately and on time. (7 sub elements)**

#### **Findings:**

#### **Item #23b. Are comprehensive and accurate.**

Q23b.- No, on C3 March 2020 and September 2020 NSPs, the child's name is referenced as "error! Reference Source not found".

Q23b.- No, on C6's April 2020 and June 2020 NSPs, the child's name is referenced as "error! Reference Source not found".

Q23b.- No, C8 was prescribed non-psychotropic medication on 3/23/20, however not mentioned on pages 5 and 6 of the April 2020 NSP.

#### **Item #23c. Included Case Plans and Concurrent Case Plan.**

Q23c.- No, C1 and C4, the November 2019, April 2020, and July 2020 NSPs did not include the child's concurrent case plan.

Q23c.- No, C7, the February 2020 NSP did not include the child's case plan and concurrent case plan.

Q23c.- No, C9, the October 2020 NSP did not include the child's case plan and concurrent case plan.



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**West Covina Foster Family Agency dba Homes of Hope Corrective Action Plan (CAP):** West Covina Foster Family Agency dba Homes of Hope FFA has addressed this issue:

- The Agency Social Worker has gone back and added the child's name on C3 for the March 2020 and September 2020 NSP, as well as the child's name on C6's April 2020 and June 2020 NSP. Effective immediately, the FFA Supervising Social Worker will ensure the NSP is completed accurately and on time during his/her weekly supervision with the Agency Social Worker. The NSP will be submitted within five (5)-days of the due date and confirmed and documented by the FFA Supervising Social Worker. This protocol will be confirmed and documented by the quality assurance staff, at least once monthly.

**Responsible Party:** Agency Social Worker, FFA Supervising Social Worker, and Quality Assurance Staff

## VI. PERMANENCY:

**Item #30:** The NSPs Permanency section documented the children's case plan goals (i.e., concurrent case plan goals, progress made, barriers).

### Findings:

Q30 - No, C1 and C4, the November 2019, April 2020, and July 2020 NSPs Permanency section did not document the child's concurrent case plan goals.

Q30 - No, C7, the February 2020 NSP Permanency section did not document the child's case plan and concurrent case plan goals.

Q30 - No, C9, the October 2020 NSP Permanency section did not document the child's case plan and concurrent case plan goals.

**West Covina Foster Family Agency dba Homes of Hope Corrective Action Plan (CAP):** West Covina Foster Family Agency dba Homes of Hope has addressed this issue:

- The Agency Social Worker shall document the child's case plan goals (i.e., concurrent case plan goals, progress made, barriers) in each of the child's NSPs, specifically in the NSP Permanency section. The FFA Supervising Social Worker shall review the NSPs and confirm and document that the NSPs Permanency section includes the child's case plan goals (i.e., concurrent case plan goals, progress made, barriers) prior to the submission of the child's NSPs to the CSW. This protocol will be confirmed and documented by the quality assurance staff, at least once monthly.

**Responsible Party:** Agency Social Worker, FFA Supervising Social Worker, and Quality Assurance Staff



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## VI. EDUCATION AND INDEPENDENT LIVING PROGRAM SERVICES

**Item #40:** The FFA documented its efforts to provide eligible children with Youth Development Services (YDS)/Independent Living Program Services (ILP)/ or vocational training programs, if appropriate, or documented barriers to acquiring services.

### Findings:

Q40-No, C7, did not have a TILP on file.

Q40-N/A, C1, C4, C8, C9, and C10 are not of age to receive YDS services.

**West Covina Foster Family Agency dba Homes of Hope Corrective Action Plan (CAP):** West Covina Foster Family Agency dba Homes of Hope has addressed this issue:

- FFA Social Worker, in collaboration and partnership with the child's CSW, the mental health team, child's school, and other persons identified, will make every effort to engage the child to participate in Youth Development Services (YDS)/Daily Living Skills, or vocational training programs at the age of fourteen. The Agency Social Worker shall document on the NSP all efforts to provide eligible children with Youth Development Services (YDS)/Independent Living Program Services (ILP)/ or vocational training programs, if appropriate. If child/NMD refuses to participate in ILP services, the Agency SW will document barriers to acquiring services or document information if there are no ILP goals. The FFA Supervising Social Worker will review the child's/NMD's NSP and TILP plan during his/her weekly supervision with the Agency Social Worker and ensure the child's/NMD's NSP is consistent with the child's/NMD's TILP plan. This protocol will be confirmed and documented by the quality assurance staff, at least once monthly. These efforts and/or barriers to resolve issues will be reviewed and discussed during the child's/NMD's CFT Meetings and documented in the CFT notes and in the child's/NMD's NSP.

**Responsible Party:** Agency Social Worker, FFA Supervising Social Worker, and Quality Assurance Supervisor

## X. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

**Item #65:** Children are provided with opportunities for ILP skills.

### Findings:

Q63- No, C7, reported not having any knowledge regarding ILP and being provided an opportunity to participate in ILP services.

**West Covina Foster Family Agency dba Homes of Hope Corrective Action Plan (CAP):** West Covina Foster Family Agency dba Homes of Hope has addressed this issue:



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- *FFA Social Worker, in collaboration and partnership with the child's CSW, child's school, and other persons identified, will coordinate with the child's CSW, at age fourteen, with Youth Development Services (YDS)/Daily Living Skills vocational training program, as applicable. The FFA Social Worker, and other persons identified, will provide psycho-educational materials to the child to support the child's awareness and understanding of the Youth Development Services (YDS)/Daily Living Skills, vocational training programs, as age-appropriate. The FFA Social Worker make engage the child to participate in age-appropriate Independent Living Skills/Independent Living Program, during their weekly sessions, as applicable. The Agency Social Worker shall document on the NSP if child/NMD refuses to participate in ILP services, or document information if there are no ILP goals. These efforts and/or barriers to resolve issues will be reviewed and discussed during the child's CFT Meetings and documented in the CFT notes and in the child's NSP. The FFA Supervising Social Worker will review and document such efforts with the FFA Social Worker during their weekly supervision. This protocol will be confirmed and documented by the quality assurance staff, at least once monthly.*

### **Responsible Party: Agency Social Worker, FFA Supervising Social Worker, and Quality Assurance Staff**

It has been a pleasure working with you through the FFA Monitoring Review Audit. West Covina Foster Family Agency dba Homes of Hope is diligent in ensuring the highest quality of services provided and supporting the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Los Angeles Department of Children and Family Services. West Covina Foster Family Agency dba Homes of Hope maintains its commitment to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children.

If you have any questions, or need further clarification on the CAP, please contact me anytime at (626) 814-9085.

Thank you,

*Toripekai Mohmand*

Tori Mohmand  
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West Covina Foster Family Agency dba Homes of Hope  
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